

# Children's app and online games: advice for parents and carers

## Do you know whether your child spends additional money while playing online and app-based games?

These games may sometimes encourage children to make in-play purchases, including buying items or content needed to continue playing.

After you buy or download a game, if you haven't updated your device settings it may allow your child to make in-play purchases without entering a password.

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### Top tips to help you avoid problems:

- **check your device settings**
- **familiarise yourself with the game**
- **check your bills**

#### **Check how the device is set up.**

Before you let your child use the device, check your purchase settings to prevent them spending money without you knowing and don't share your password.

#### **Read all about it.**

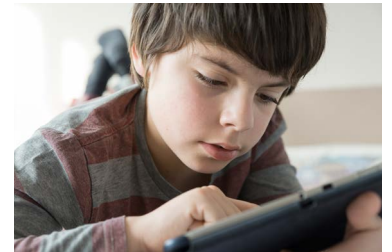
Before you or your child download a game, check the description to make sure you're happy for your child to play. It should tell you about the game's main characteristics, payment arrangements and who to contact if you have any questions or want to complain.

#### **How much?**

Check your bills to see if money has been taken from your account without your knowledge or consent. If it has, get in touch with the game operator or platform provider.

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You should be given all the important information – including how to ask questions or complain – before your child starts playing.



### Why is this important?

The CMA has monitored the children's online and app-based games sector to check whether businesses are complying with their legal obligations.

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For more information about the CMA's work in this sector  
[www.gov.uk/cma-cases/childrens-online-games](http://www.gov.uk/cma-cases/childrens-online-games)

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For advice, contact Citizens Advice:  
03444 111444 (England)  
03444 772020 (Wales)  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

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These materials do not constitute legal advice and should not be relied upon as such.